

Care service inspection report

Budhill Day Care

Support Service Without Care at Home

11b Threestonehill Avenue

Glasgow

G32 0LX

Type of inspection: Unannounced

Inspection completed on: 24 August 2014



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Service provided by:

Glasgow City Council

Service provider number:

SP2003003390

Care service number:

CS2006130369

If you wish to contact the Care Inspectorate about this inspection report, please call us on 0345 600 9527 or email us at enquiries@careinspectorate.com

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

| | | |
|--------------------------------------|---|-----------|
| Quality of Care and Support | 5 | Very Good |
| Quality of Environment | 5 | Very Good |
| Quality of Staffing | 5 | Very Good |
| Quality of Management and Leadership | 4 | Good |

What the service does well

Budhill Day Care provides a valued service to service users and their relatives. There is a high degree of satisfaction with the quality of the service and the staff team. There is a warm and friendly atmosphere and staff were knowledgeable about service users' needs.

What the service could do better

The service should improve the way incidents are notified to the Care Inspectorate and the Promoting Excellence in caring for people with dementia strategy should be considered for further development of staff.

What the service has done since the last inspection

Service users had been involved in the recruitment of staff and the content and quality of staff supervision had improved.

Conclusion

The service is performing to a very good standard and should continue to seek ways to continuously improve the service.

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate

Budhill support service is a day care service for frail older people and older people with dementia. The service is located in the east end of Glasgow close to public transport and local amenities.

The building is purpose built on one level with suitable access for wheelchair users. The building is well laid out with easy access to all areas. There is a welcoming reception area and the centre is furnished and decorated to a high standard. There is ample parking at the front of the building with a one way traffic system in operation.

The service operates seven days per week and there is an evening service two days per week. The service provides a three course lunch everyday and also a meal when the evening service is on. There is a range of services, activities and outings available. There is a variety of space for activities including open plan areas and a number of smaller rooms. The service users have access to a comprehensive library of books and videotapes. There is also a large screen facility which can be pulled down for the showing of films.

There is an enclosed, well appointed garden with raised plant boxes and ample seating. There is a kitchen available where service users can prepare their own food and drinks.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

Quality of Management and Leadership - Grade 4 - Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0345 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report following an unannounced inspection which took place on the 24 August 2014. The inspection was undertaken by one inspector.

As part of the inspection, we took account of the self-assessment form that we asked the provider to complete and submit to us.

We sent 50 care standards questionnaires to the manager to distribute to service users. Two completed questionnaires were returned.

We also asked the manager to give out 20 questionnaires to staff and we received three completed questionnaires.

During this inspection process, we gathered evidence from various sources, including the following:

We spoke with:

- four service users
- a senior care worker
- two care workers
- a kitchen worker
- a domestic worker.

We looked at:

- supporting evidence from the self assessment
- service users' personal plans
- minutes of review meetings
- training records
- staff appraisals
- staff supervision records
- minutes of staff meetings
- activity records and photographs

minutes of senior citizens' committee meetings
policies and procedures
quality assurance policies and procedures
notice boards and information leaflets on display
accident and incident logs
comments and complaints logs
maintenance records
the environment

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade our services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self-assessment process

Taking the views of people using the care service into account

During the inspection we spoke with four service users and received one completed care standards questionnaire. Comments included:

"It is a good service"

"The service is a life line"

"I enjoy it here, I like the social side, it is a good service"

Taking carers' views into account

There were no carers available during the inspection, we received one completed care standards questionnaire. Comments included:

"I am pleased that my relative has a good social experience getting to talk to people in a safe environment. As requested staff contact me if my relative is at all unhappy and needs to come home, I appreciate this"

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

Service strengths

We found that the service was performing to a very good standard in this quality statement. We spoke with service users and staff, looked at service users' review minutes and support plans, minutes of service user and senior citizen meetings and participation policies, procedures and surveys.

The service asks service users to complete quality assurance questionnaires on a yearly basis. Audits from questionnaires indicated that generally there was a high degree of satisfaction with the service including the quality of the staff. The manager had an action plan which included outcomes for issues arising from the questionnaires.

Notice boards contained a good range of information including minutes of meetings and information about advocacy services. There was a "You said we did" action plan displayed in the lounge area.

Agendas for services users' meetings were set by the service users, we found suggestions to improve the service were actioned and reported on at the next meeting, for example the introduction of a suggestion jar and information on Power of Attorney.

Discussion with residents and staff and activity records evidenced that there was a good range of activities offered to service users and they told us that staff were always asking what they would like to do and arranged activities on their request.

Staff told us that the manager always asks them how the service can improve, one worker told us "My views are that the centre provides an excellent service to all service users who attend."

Areas for improvement

We noted that service user and committee meetings were always chaired by a member of staff and suggested to the senior social service worker that it would be worth asking if any service users wished to chair meetings that would promote further empowerment and ownership to service users.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We ensure that service users' health and wellbeing needs are met.

Service strengths

The service was very good at ensuring service users' health and wellbeing needs were being met. We decided this after we spoke with service users and staff. We read service users' support plans including health and risk assessments. We looked at lunch and tea time menus and observed service users having lunch. We looked at activity plans and daily activity reports and observed service users and staff engaging in activities.

The senior social care worker told us that new person centred support plans had been introduced at the start of the year and service users and staff were in the process of updating and completing the new support plans. Service users told us that they had seen their support plans and knew their key worker.

We found the support plans contained some good information on daily routines, preferred lifestyle and health care needs. Interventions to anticipate and manage agitated and distressed behaviour were detailed and person centred. Some support plans contained detailed life histories including photographs and pictures.

The service had a good relationship with local health care professionals including community nurses and community psychiatric nurses.

Service users and relatives were encouraged to attend six monthly reviews. Reviews sought the views of service users and relatives on their experience of the service and ways to improve it. We found that issues arising from review meetings were actioned and reported on at the next review.

Areas for improvement

We found that the person centred plans were very detailed, however they contained a large amount of documentation and were not readily accessible to find important information. Some risk and restraint assessments were signed by service users who did not have capacity, the nearest relative/power of attorney should be asked to sign these documents.

The service should consider completing the Abbey Pain Scale a pain assessment tool for service users who have communication difficulties or have difficulty in expressing their needs.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

Service strengths

See Quality Statement 1.1 in Quality Theme 1.

Areas for improvement

See Quality Statement 1.1 in Quality Theme 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

We make sure that the environment is safe and service users are protected.

Service strengths

We found the service was performing to a very good standard in this quality statement. We spoke with service users and staff, looked at maintenance logs, the services' policies and procedures relating to health and safety, accident and incident logs and inspected the environment including the kitchen servery and garden.

The general state of repair of the building was good and we found the environment well laid out with smaller rooms used for meetings and activities. New carpets had been laid in the corridors and some work to upgrade the enclosed garden area had taken place.

A fish tank had been purchased at the request of service users and feedback was very positive. The reception area had CCTV monitors and there was secure entry to the building.

Maintenance records and environmental records were up to date. Cleaning rotas were in place and we found the environment clean and fresh. A recent environmental health report for the kitchen was very positive. Service users are able to use the

kitchen area for baking activities and the kitchen counters can be lowered to suit people with disabilities.

Areas for improvement

We noted that the covers for the easy chairs were worn and would benefit from renewal or refurbishment. We spoke with the senior social care worker regarding replacing the waste bins in toilets with pedal bins.

The boiler room would benefit from a tidy up and at the time of the inspection the tumble dryer in the laundry was in need of repair.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

Service strengths

See Quality Statement 1.1 in Quality Theme 1.

Areas for improvement

See Quality Statement 1.1 in Quality Theme 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

Service strengths

The service was performing to a very good standard in this quality statement. We decided this after we spoke with service users and staff, we looked at staff supervision and appraisal records. We read minutes of staff meetings, training records and training plans.

There was a comprehensive training plan in place, staff had recently undertaken training in CALM de-escalation techniques, adult support and protection and dementia awareness. Staff spoken with were knowledgeable of service users' needs and preferences.

Staff told us that they were regularly supervised and minutes of meetings indicated that their practice and performance was discussed and their views sought on how to improve the service. Staff completed personal development plans with their supervisor twice yearly. Staff told us that management encouraged them to seek training and development opportunities that would improve their professional practice.

Service users had been involved in the process of recruiting new staff including participating at interviews. Staff reported that this had been a successful process and service users were very positive about the experience.

One member of staff told us "I am very happy in my work place and also feel that my views are very important. I feel that the centre provides an excellent service for the service users and I am proud to be part of the team."

Areas for improvement

The service provides five places for enhanced dementia, staff would benefit from further training in dementia care and we would recommend that the "Promoting Excellence framework for caring for people with dementia and their carers" best practice document is made available to staff.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 4 - Good

Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

Service strengths

See Quality Statement 1.1 in Quality Theme 1.

Areas for improvement

See Quality Statement 1.1 in Quality Theme 1.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

Service strengths

We found that the service was performing to a good standard in this quality statement. We spoke with service users and staff, we looked at the operational plan and the tools used to audit and quality assure the service.

The operational plan was displayed on the notice board and we found evidence of the plan being discussed with service users and relatives. We found the plan to be comprehensive and contained points for action with timescales and outcomes.

The complaints procedure was displayed on a notice board and complaints were audited on a weekly basis. We found that there were very few complaints about the service and action had been taken when comments about the quality of the service for example the quality of meals had recently been reviewed and feedback about the mealtime experience was recorded daily.

Minutes of service user and staff meetings evidenced that there was a strong improvement agenda and feedback about the quality of the service was regularly

sought. Service user and carer questionnaires indicated that there was a high degree of satisfaction with the service.

Areas for improvement

The service had not notified the Care Inspectorate of an incident where a service user had left the building unnoticed or supervised. We advised the senior social care worker on what circumstances the Care Inspectorate should be notified.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

5 Summary of grades

| | |
|--|---------------|
| Quality of Care and Support - 5 - Very Good | |
| Statement 1 | 5 - Very Good |
| Statement 3 | 5 - Very Good |
| Quality of Environment - 5 - Very Good | |
| Statement 1 | 5 - Very Good |
| Statement 2 | 5 - Very Good |
| Quality of Staffing - 5 - Very Good | |
| Statement 1 | 5 - Very Good |
| Statement 3 | 5 - Very Good |
| Quality of Management and Leadership - 4 - Good | |
| Statement 1 | 5 - Very Good |
| Statement 4 | 4 - Good |

6 Inspection and grading history

| Date | Type | Gradings | |
|-------------|-------------|---------------------------|---------------|
| 29 Aug 2011 | Unannounced | Care and support | 5 - Very Good |
| | | Environment | Not Assessed |
| | | Staffing | 4 - Good |
| | | Management and Leadership | Not Assessed |
| 8 Nov 2010 | Announced | Care and support | 5 - Very Good |
| | | Environment | Not Assessed |
| | | Staffing | Not Assessed |
| | | Management and Leadership | 5 - Very Good |
| 21 Jul 2009 | Announced | Care and support | 5 - Very Good |
| | | Environment | 4 - Good |
| | | Staffing | 4 - Good |
| | | Management and Leadership | 3 - Adequate |

Inspection report continued

| | | |
|------------|-----------|--|
| | | |
| 8 May 2008 | Announced | Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and Leadership 3 - Adequate |

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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